



FAQs / Temporary (Fire Hydrant) Meters

What is a temporary water meter and what is it used for?

A temporary water meter is typically installed on a Helix Water District-owned fire hydrant and always includes a backflow preventer. They are generally used to provide water for construction projects. They are not designed to provide potable water in place of installing a permanent water service.

Who is eligible to apply for a temporary water meter?

Anyone without a past due balance owed to Helix Water District may request a temporary water meter.

Can I request more than one temporary water meter?

Yes. There is no limit to the quantity of temporary water meters requested. However, each meter requires payment of separate deposits and monthly fees.

What are the fees associated with a temporary water meter?

Refer to: Helix Water District Policies & Procedure Manual – Section 2.12-4(B) Temporary Meter Charge
<http://hwd.com/about/policies.pdf>

How do I request the installation of a temporary water meter?

All requests for a temporary water meter must be made in person at our Administration Office located at 7811 University Avenue in La Mesa, between the hours of 8:30 a.m. and 5:00 p.m. A customer service representative will work closely with you to identify a possible location where the temporary water meter can be installed. After the payment of applicable fees, the request for installation will be released to field staff.

How much time should I allot to have a temporary water meter installed?

Once the request is released to the field, it normally takes up to two business days to have a temporary water meter installed and the backflow preventer certified. It is up to you to determine the best timing to request a meter for your project needs.

Do I need to use the backflow preventer at all times?

YES! The backflow preventer protects the drinking water system from potential contamination. If you are found using a temporary water meter without the supplied backflow preventer, we may pull the meter and terminate the contract agreement.

When can I begin using the temporary water meter?

You may begin using the temporary water meter once it and the backflow preventer have been installed, and the backflow preventer has been certified.

Operation and Security of the Meter

A hydrant wrench is the only tool acceptable for turning the hydrant on or off. Any regulating of water is to be done with the gate valve attached to the backflow preventer.

It is important to slowly open and close the fire hydrant when operating. Rapidly opening or closing the hydrant may cause water hammer and damage other portions of the water distribution system, for which you will be held financially responsible.

Once installed, the temporary water meter and the backflow preventer are not to be removed. It is at your discretion whether or not to secure the meter and backflow preventer. However, the meter register and fire hydrant must be accessible at all times.

Can I have an installed temporary water meter relocated to a different location/fire hydrant?

Upon request, only Helix Water District staff may relocate the temporary water meter and the backflow preventer. Additional connections made to the temporary water meter or backflow preventer must be taken off prior to the relocation. Failure to do so may result in these parts being discarded.

Contact a Helix Water District customer service representative at (619) 466-0585 and provide the details regarding the desired new location. Once the request is released to the field, it normally takes up to two business days to have a temporary water meter relocated and backflow preventer certified.

A fee will be added to the next billing statement for each relocation.

I am finished with the temporary water meter – how do I have it picked up?

It is your responsibility to notify Helix Water District at (619) 466-0585 when the temporary water meter is to be removed. As long as the temporary meter is installed, the account will continue to be billed and the customer remains responsible for the meter, backflow preventer, water use and any damages.

Additional connections to the temporary water meter or backflow preventer must be taken off prior to it being picked up. Failure to do so may result in these parts being discarded.

Once a request is released to the field, it normally takes up to two business days to remove the temporary water meter and the backflow preventer. Upon removal and inspection of the temporary water meter, backflow preventer and fire hydrant for damage, the deposit will be applied to all outstanding charges and a refund will be issued, if applicable.

What if I have additional questions?

Contact Helix Water District customer service at (619) 466-0585 with any other questions.